

Welcome to the Girls Residential Program at Calo! The purpose of this letter is to share with you some of the things you should expect within the first 90 days of your daughter's stay with us. We are aware that these first days will be challenging for her and for you, so our goal is to answer some of the questions many parents have during this time. Our hope is that by having some of this information ahead of time, your mind will be more at ease in regard to some of the questions you may have coming into the program.

Upon arrival, your daughter will meet with her team lead and the Program Experience Director who will explain some of the basic expectations of living at Calo and also answer any questions she may have. We are sensitive to the fact that for some girls this may be their first time away from home and that they are entering unfamiliar territory. Our Team Leads will seek to make this transition as smooth as possible, by going through the Student Handbook and explaining the daily schedule, as well as showing your daughter her new team home and introducing her to her teammates. During the initial check-in, your daughter will also be asked to complete a NATSAP survey and go over the Students Rights and Acknowledgement Form. Finally, we will have your daughter's belongings checked in with our campus coordinator before helping her unpack her personal items in her team home.

The day after enrollment, you will receive a Welcome Packet via email, which will include a copy of your daughter's daily team schedule and details of various activities. A picture I.D. of your child will also be made during this time. Within 3 days, you will receive a personal phone call from the Program Experience Manager who will update you on how your daughter is acclimating to her new environment. You will also have the opportunity to ask any questions you may have thought of since your daughter's arrival.

At the end of the first week, you may expect a follow-up email with highlights of your daughter's first week on campus. We will provide details of some struggles she may be having as well as the successes she has experienced. Our intent is to give you as clear a picture as possible of what her week looked like and share with you some of the ways we are walking her through her experiences. If you have further questions at that time, a follow-up email or phone call will be provided.

By the end of the first month, you will receive photographs of your daughter engaged in various activities, weekly emails from the Team Lead, and periodic updates from the Program Experience Director. The photographs will be especially helpful if you have not yet had the opportunity to tour our campus and see all of the exciting activities our students have available to them!

Finally, within 60 days of enrollment, and each month thereafter, you will continuously receive updates from the Team Lead so that you will always be current with the news of your daughter's challenges and successes in the residential side of her treatment here at Calo. By this time, you will likely also be receiving weekly "social calls", allowing you the opportunity to talk with your daughter and get her perspective on things.

We are looking forward to working with your daughter (and with you!) in the days ahead. If you should have any questions at all, please do not hesitate to contact Susi Wittrock, Program Experience Director (swittrock@ca-lo.com) or Caleb Cottle, Residential Program Director (ccottle@ca-lo.com).